



When Every Moment Matters

2018-19 Report to our Community



TO EVERY HOSPICE FRIEND

Here, through the story of volunteer Susan and others like her, we warmly welcome you to our 2018-19 Report to our Community. Whether you are new to St. Joseph's Hospice, or are already a friend, we invite you to read our latest news and be inspired by our real-life stories. We hope you will learn more about our programs and services and increase your understanding of the ways that St. Joseph's Hospice makes a difference in the lives we touch.

Welcome



Reception volunteer Susan Gray leans forward expectantly as the elevator door opens with a quiet whoosh. She can tell by the way that the visitors pause uncertainly that this is their first time at St. Joseph's Hospice.

She greets them with a hello that feels like a hug. "I view Hospice as our residents' final new home," explains Susan. "My hope is to welcome their loved ones on their behalf."

After retirement from a teaching career in Fanshawe College's School of Tourism and Hospitality, Susan felt drawn to be of service. Encouraged by a friend, she found her way to St. Joseph's Hospice and from her first visit, Hospice felt like home.

What Susan describes is what the staff, volunteers, donors and supporters continue to do for St. Joseph's Hospice. They work together to provide compassionate, hospice palliative care for our community, offering the specialized services that people need, wherever they want to be - in their own homes or in our small, home-like setting.

“ When someone is at their most vulnerable - in all aspects - it is such an honour to be that helpful presence, for whatever they need.

- Susan Gray -

Since receiving our first resident and her family in February 2014, we have had the honour to care for close to 800 people and their loved ones in our hospice home. This year we are grateful to celebrate with you five years of care in our residence and 35 years of supporting thousands of people in the community.



John J. Callaghan, CEO and David Nash, Board President

Thank You

To our 2018-19 Board of Directors for your dedication and tenacity in guiding the important work of St. Joseph's Hospice.

David Nash, President
David Bunce, Treasurer
John J. Callaghan, Secretary and CEO
Kimberley Chesney
Casey Dockendorff
Paul Fox
Corrie Gicante
Paul Hogan
Shawn McConville
Robert Murray
Steven Stefanko

This report highlights just a few remarkable stories and how donor dollars have made a difference in people's lives. We hope you are as inspired as we are about the work of St. Joseph's Hospice. Your gifts, totalling more than \$1.1 million in 2018-19, ensured people received the care they deserve at one of the most challenging times in their lives.

The care provided by your gifts motivates our team daily. This would not have been possible without the ingenuity of our people, the support of government and our partners, and all of you, our generous community of donors.

Thank you to our donors, friends, volunteers, board members, and staff for illuminating the impact of our work. May the heartfelt stories within serve as inspiration for the work that lies ahead.



Our commitment to you - our community - is that we will be thoughtful and objective in our decisions, always keeping our focus on being good stewards.

- David Nash, Board President -

PATIENT AND FAMILY CARE IN OUR RESIDENCE

St. Joseph's Hospice offers 24-hour, state-of-the-art palliative care in our 10-suite residence, provided by specially-trained medical care staff and volunteers. In February 2014, Hospice welcomed its first resident to our home-like space, where families can visit freely without the worry of day-to-day care.



Bringing Life and Love to Kathy's Final Days

When her daughter Emily got married on August 18, 2018, Kathy Beharrell was determined to attend the wedding, even though doctors insisted she go to the hospital that day. Kathy watched the ceremony with tears in her eyes, gave a beautiful speech from her walker, and beamed with pride throughout her "mother-daughter" dance with Emily.

Next morning, Kathy went to the hospital and heard the words the family had all been dreading, "We can no longer help you." She was immediately referred to Dr. Natalie Hertzman, Medical Director at St. Joseph's Hospice. "At Hospice, Kathy lived life well for six weeks," recalls Kathy's sister, Joy. "She came to life in a new way in her new home. She even enjoyed her first-ever manicure and got her hair done regularly. With 10-hour days at St. Joseph's Hospice, I too began receiving massages in the Wellness Centre."

CELEBRATING FIVE YEARS IN OUR HOSPICE HOME



My mom was happy and safe and that was all we wanted. She was happy in herself, even in her final day. - Emily, Kathy's Daughter -

Emily exclaims, "What are the chances that every person here is amazing?! The staff were incredible. They handled everything. All we had to do was spend quality time with our mom."

When the grandkids visited "Grandma's new apartment," they always found toys and cookies waiting. Kathy's beloved cockapoo, Stella, claimed her favourite place on Kathy's lap. A steady stream of friends dropped by for visits. As son Brian said, "At Hospice we were still home."

When Emily discovered she was pregnant, her mom was the first to know. While the early news was to be kept secret, "Mom slipped up ... a lot," Emily smiles. "Basically, she told everyone. She was so proud."

Kathy passed away at St. Joseph's Hospice on November 1, 2018 free from pain and surrounded by her loving family. Her third grandchild, Emily's baby boy, was born on May 3, 2019.



Read the Beharrell Family's full story at sjhospicelondon.com



Because of You



"Patients at the end of life are often unable to get out of bed. Although our nursing team move and reposition them regularly, they can develop bed sores, and healing is difficult. The best prevention available is air beds that continuously change pressure points to prevent sores. Our patients are already struggling with a terminal illness, discomfort, and fear. We do not want them to incur any further pain which could have been avoided in the first place."

- Dr. Natalie Hertzman, Medical Director -

Thank you to our donors who supported the purchase of three new Hill Rom beds:

- Joy and Tony Abbott
- Savvas Chamberlain Family Foundation
- Royal Canadian Legion
- Walter J. Blackburn Foundation

Fundraising continues so that Hospice can purchase the remaining seven beds for our residence.

COMMUNITY & SUPPORTIVE CARE

Hospice has been serving the community through its Community & Supportive Care for 35 years, continuing to improve and grow its cost-effective, holistic, and desirable care both in our day services wing and in the community, including:

- Counselling Services (both individual and group), including Spiritual Care
- Volunteer Visiting Program
- A variety of Wellness Programs, including hairdressing and aesthetics, guided meditation, and complementary therapies such as massage, Reiki, reflexology and therapeutic touch

Sharing Healing Energy



What is Reiki?

Reiki is an energy healing treatment that works holistically on the body, mind, and spirit. Using a gentle touch, a Reiki therapist activates the natural healing processes of the client's body to aid in physical and emotional wellbeing. Clients often experience a reduction or elimination of pain, anxiety, fatigue, and increased feelings of comfort and peace.

Reiki Master, Drew Halliday, has volunteered his energy therapy services to Hospice clients for 10 years.

“Volunteering with St. Joseph’s Hospice is my expression of gratitude for the opportunity to be in the presence of beautiful, courageous souls.

- Drew Halliday, Volunteer and Reiki Master -

As Drew explains, every Reiki session is unique and personal to the individual. “My role is to be as clear and transparent as possible, to be an open channel. My sole motivation is, ‘how do I best serve this person’s highest good?’”

Conversation is important before and after Reiki. “We share love and fears, laughter and pain, hope, triumph and tears,” says Drew. “People are often unable to talk about their feelings with those who are most important in their lives. My role is to create that space for those conversations. As a person gets closer to the end of life, all the inner chatter drifts away, and they are moving into a beautiful space. It’s an honour to be there.”



The wooden centerpiece above casts a warm glow in the home of Hospice community client, Irena, for her nightly meditations. For Irena, it represents love, light, hope and faith.

Care Where Irena Needs It Most: At Home

Irena's Hospice journey began in 2009 when volunteers from St. Joseph's Hospice visited her in hospital, offering holistic therapies like Reiki, healing touch, meditation and music therapy. In the years since, Irena has continued to experience the healing powers of the complementary therapies provided by specialized Hospice volunteers, including Drew Halliday, who visits her in the comfort of her own home.

"If I could feel an angel touching me, that would be Drew," says Irena. "I live with constant back pain, but following his Reiki treatments, I often feel no pain, just pure relaxation. I suffer from insomnia, but following our Reiki sessions, I fall asleep for an hour or more. It's like a miracle for me, and the effects last for days. I would recommend this for everyone."

Drew remembers his first visit with Irena in her home. "At the end of our treatment, she opened her eyes in amazement and said, 'I had no pain during that whole session'. The effects of stress and tension had literally vanished from her face. It was beautiful to see."



Because of You

"We were asked to attend a presentation regarding plans for St. Joseph's Hospice, and having witnessed our sister-in-law's care at the home in Brantford as well as seeing the plans for London, we were impressed and wanted to help. It was a service desperately needed in London, and we are so pleased to have played a small part in its success." - Brent and Marilyn Kelman -

As the need for hospice palliative care continues to grow, we depend on the generosity of donors, like the Kelmans, to invest in our palliative and bereavement programs and services.

COMMUNITY & SUPPORTIVE CARE

Hospice care addresses physical, psycho-social, and spiritual needs of those we serve. Counselling Services provide opportunities to explore feelings related to living with a palliative illness or the death of a loved one. Fear, sadness, anger, and confusion are natural to the grieving process. St. Joseph's Hospice offers a safe place to explore these feelings. Those overwhelmed or concerned about their illness, or their grieving experience, may benefit from these services that include:

- Counselling Services, including Spiritual Care if desired
- Practising Self-Compassion
- Understanding Your Grief
- H.E.A.L. (Helping Each Other Acknowledge, Accept and Learn from Loss)
- Mindfulness Meditation for the Bereaved
- Exploring Grief



I can't think of another place where you can process your emotions and feel safe in a group, with compassionate individuals guiding you along, all with a grief focus.

- Jennifer Stapleton -

Jennifer's Path to Wellness

For Jennifer, there was a time not long ago that felt like “the perfect storm,” with the deaths of both grandparents, her mother’s declining health and her husband’s spinal cord injury. All contributed to her feelings of loss and grief while diminishing her sense of personal wellbeing. And then, bringing everything to a head, she lost her beloved father-in-law, Jeremiah, at Hospice in July 2017.

Following Jeremiah’s passing Jennifer was “shell shocked, just feeling a loss of identity, a loss of a support network.” It was while participating in Hike for Hospice, an annual fundraising event, that she learned about the wealth of grief and bereavement services available through St. Joseph’s Hospice, services offered to the community at no cost.

And so Jennifer’s Hospice-connected healing journey began. She started, as many do, with one-on-one counselling, and then moved to a grief support group where she found the safety net remarkable.

“We all hold grief in different ways,” says Jennifer. “At Hospice, I discovered many choices available to meet the unique needs of each person seeking support. If you are not into a grief support group, there are other options, like mindfulness meditation, massage to relieve grief-related physical pain, and energy work like healing touch and Reiki. Some people take *Cooking for One*. I’ve even taken a finance management course there.”

“ I love the Tuesday morning *Step-by-Step Walking Group* on the trails along the river behind Hospice. Being with the group, releasing endorphins, watching for ducks on the water - it’s great. Sharing your grief with others is so important.

- Jennifer Stapleton -



A Hospice course in Exploring Grief offers many options for artistic expression. Jennifer found collaging helpful in accessing and releasing emotions.

For Jennifer, life is increasingly full of pleasant surprises. As our interview concludes, she holds up a colourful cloth bolster. “It’s a neck warmer,” she laughs happily. “Deanne, who leads our *Self-Compassion Support Group*, made one for each of us. For a person going through the ups and downs of grief, it was such a welcome surprise.”

Indeed, along one’s journey through grief, life will continue to offer positive surprises. And St. Joseph’s Hospice helps make that happen.



Read Jennifer’s full story at sjhospicelondon.com

OUR PEOPLE, OUR PROMISE

Our vision is to create a community that honours people as they journey to life's end and to provide a haven where the palliative, the caregiver, and the bereaved experience compassion, hope, and healing.

Our team of physicians, nurses, counsellors, therapists, volunteers, students and staff live the vision stated above every day. The people we serve are at the core of all that we do, supported by a giving community of donors and partners who make it all possible. Hospice's patients have described the care teams as knowledgeable, empathetic, courteous, dependable, professional, responsive, conscientious and flexible – endorsements for which we take pride and for which we continuously strive.

This year St. Joseph's Hospice celebrates its 35-year history of Community & Supportive Care and the fifth anniversary of providing care in our residence. The people of London-Middlesex have enabled Hospice to grow deep roots in our community and we are very thankful for that dedication, service, and financial support.

Welcome Janet Groen



St. Joseph's Hospice plays a vital role in ending hallway medicine, cutting healthcare costs, preventing an impending crisis in our hospitals and providing care for the people of London, that they want. It is an honour and a privilege for me to be joining this team.

- Janet Groen, Executive Director -



35 Years of Service

Kibby Brooks is our longest serving volunteer. Having begun her volunteer "career" with St. Joseph's Hospice in 1985, she has provided more than 5,500 hours of service. She has been a dedicated Volunteer Visitor, offering comfort and companionship to 30 people living with a palliative illness as well as providing respite for their caregivers and families in the community. Thank you, Kibby, and all of our volunteers who exemplify the hospice philosophy.

A Student's Story

"Out of my experience volunteering across different hospitals in Toronto, St. Joseph's Hospice stands out because of the level of intimate care to the patients from the nurses and the personal support workers. It is inspiring to see the warmth and respect given to each patient. I have been able to learn so much from the staff here at Hospice," shares volunteer and student at Western University, Kevin Min.



Creating Magical Moments

“Here comes the magic harpist,” a resident sings out as volunteer Lynn Heinitz arrives at St. Joseph’s Hospice, her beautiful Celtic harp slung over her shoulder. And so the magic begins!

Lynn’s first experience playing the harp in a hospice setting was when her sister-in-law was in a palliative care unit. Lynn remembers, “After playing, I turned around and 25 or so people were listening. One doctor commented, ‘You have just decreased everybody’s blood pressure here.’” It was then that she knew the harp had special powers.



Lynn has since played in many Hospice situations, ranging from a resident’s wedding ceremony to a quiet bedside as a resident strummed the strings. Often families, or appreciative staff, stand in the hallway and listen, each receiving a different message from the music.

“ **This is my gift to others. This is for Hospice and everyone who passes through its doors. I get just as much out of sharing my music with others as they get from me.** - Lynn Heinitz -

Lynn continues: “Sometimes I wake up in the morning and think I have to go to Hospice. I feel I need to give the gift of music. And when I come home, I bring with me the positive energy and peacefulness Hospice offers to all.”

 **Read Lynn’s full story at**
sjhospicelondon.com



Never Forgotten

Dr. Joshua Shadd was involved with St. Joseph’s Hospice as a palliative care physician for several years before taking on the role of Medical Director when we opened our hospice residence in 2014. Dr. Shadd passed away unexpectedly on Saturday, December 15, 2018, at his home in Hamilton.

“Josh was a one-of-a-kind leader, colleague, and friend. He had constant positive energy around him and was always able to bring out the best in people. He had a special ability to inspire others to follow his lead, whether at work or in life.” - Dr. Natalie Hertzman, Medical Director at St. Joseph’s Hospice -



Because of You

3,764 donors made 5,182 donations to St. Joseph's Hospice totalling \$1,133,670, significantly contributing to its operations and ensuring professional, compassionate care was provided to thousands of individuals and their families in London-Middlesex.



Year In Review



Residential Care

- **Patients Served: 178**
(782 since we welcomed our first resident five years ago)
- **Average Length of Stay: 21 days**
- **Occupancy Rate: 96%**
- **Volunteer Hours Provided: 14,684**



Community Care

- **Clients and Caregivers Served: 553**
- **Visits in the Home or Community: 3,118**
- **Individual Counselling Sessions: 473**
- **Group Sessions: 197**
- **People Attending Group Sessions: 1,637**
- **Volunteer Hours Provided: 3,911**



Volunteer Services

- **Number of Volunteers: 325**
- **Total Volunteer Hours Provided: 18,595**

Number of care touchpoints with people in our community in 2018-19: 17,246

St. Joseph's Hospice has made strides in providing care at no cost in our 10-suite residence, wellness centre, and in the community. Below are three achievements made possible by our staff, volunteers, and generous donors this year.

Doubled Grief Counselling Sessions

The death of a loved one can be a traumatic and emotionally overwhelming experience, significantly impacting a person's mental health. As part of Community & Supportive Care, we provide grief counselling at no cost to our community. Our professional counsellors offer these services in the warm, inviting environment within our Hospice home.

Since April 2018, we have doubled the number of grief counselling sessions and opened our doors to approximately 30% more new clients than in the previous year.

2017-18 Hours of grief counselling provided to people grieving the loss of a loved one
221

2018-19 Hours of grief counselling provided to people grieving the loss of a loved one
509

Top Marks in Caregiver Impact Survey

St. Joseph's Hospice was an early adopter of the collaborative Hospice Palliative Care Ontario (HPCO) *Hospice Metrics Project*. An online tool allows us to generate impact metrics for our *Community Support Program*. For the last two years, Hospice has captured responses from regular checkins with our clients and their caregivers, helping us to evaluate the impact and value of our *Volunteer Visiting Program*. These results help us to demonstrate the impact that our programs and services have in our community.

99% Of caregivers reported being satisfied with the support they received from Hospice

100% Of caregivers reported that their needs were being met

Six Volunteers Receive Provincial Honour

The recipients for this year's Ontario Volunteer Service Awards are:

Judy Hodgins	20 years
Derrick Harrison	15 years
Mary Jane McLeod	15 years
Sister Mary Giedemann	10 years
Sister Dorothy Howley	10 years
Sue Stewart	10 years



“ We are so proud of our volunteers who selflessly give their skills and time to further our mission.

- Carla McDonald,
Volunteer Services Coordinator -



COMMUNITY ENGAGEMENT & DEVELOPMENT

It is a privilege and pleasure to be a part of St. Joseph's Hospice. Each day, I am freshly inspired by the support of so many caring individuals, businesses and corporations. Your annual contributions ensure St. Joseph's Hospice can sustain and expand its capacity to meet the growing need for hospice services in our community. Thank you for your ongoing commitment, financial contributions, and encouragement. - Gabriella Catolino, Director of Community Engagement & Development -



Kudos to a Corporate Champion

Lerners LLP has been investing in St. Joseph's Hospice since 2014. It is clear that this firm understands the importance of supporting its community and we couldn't be more grateful for their ongoing support.

"Lerners LLP is very proud to continue its longstanding support of St. Joseph Hospice; a patient-centred organization, firmly devoted to our community, offering much-needed services that provide tremendous support to patients and their families. In championing and providing comfort to the most vulnerable amongst us, St. Joseph's Hospice exemplifies the values and principles that we seek to promote and support at Lerners. We could not be prouder of this partnership." - Yola Ventresca, Partner at Lerners LLP -

Continued Contributions Make a Difference

Five years ago, the Covey family selected St. Joseph's Hospice to be the recipient of their financial support. Their heart, vision, and financial commitment to supporting the excellence of our staff, students and volunteers are a shining example of how donors can significantly impact the current and future life of an organization touched by their generosity.

"The families of a couple of our friends were supported by St. Joseph's Hospice while their loved ones were staying there. They had very positive experiences and held in high regard all the staff who helped them get through those hard times. Jessica and I are very proud and honoured to be part of this rewarding organization and will always continue our support," shares Clarence.



Jessica and I have been supportive of St. Joseph's Hospice for five years and it has been gratifying for our family to be able to help as much as we can.

- Jessica and Clarence Covey -



Enlivened by Events!

Handbags for Hospice



On Thursday, June 14, 2018, 375 philanthropic women came together and raised an incredible \$177,184 at the 6th Annual Handbags for Hospice presented by Lerner's LLP.

Hike for Hospice



More than 350 people came together in Kilally Meadows on Saturday, September 29, 2018, to celebrate their loved ones and to raise more than \$87,000 at the 10th Annual Hike for Hospice.

Four Elements for Hospice Grand Finale



Honouring the fifth anniversary of residential care at St. Joseph's Hospice, more than 250 community members and corporate partners experienced the beauty of all four elements in one magical evening at the Four Elements for Hospice Grand Finale on Thursday, February 28, 2019, raising more than \$143,000.

Host Your Own Event Aaliyah's Lemonade Stand



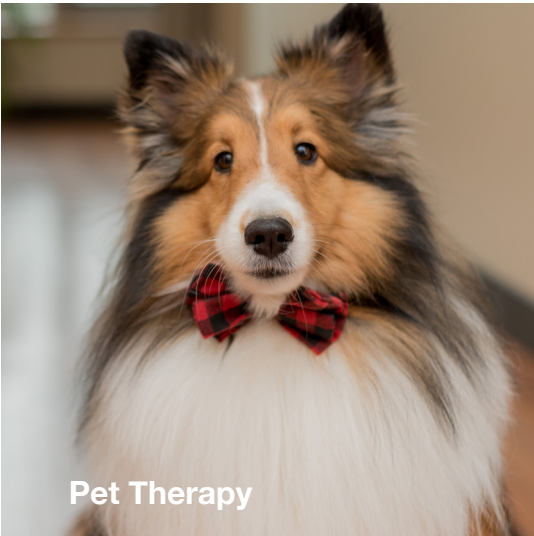
To honour her "papa," Aaliyah Gallant-Barons started fundraising at the age of seven. As of March 2019, Aaliyah has raised \$28,500 and launched a Virtual Lemonade Stand to support ALS Canada and St. Joseph's Hospice. **"I have learned that even someone as young as me, can make a difference!"** - Aaliyah -



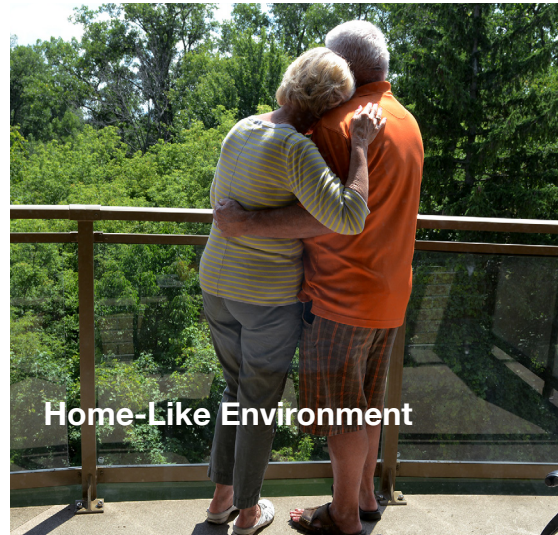
Because of You

More than \$400,000 was raised through our annual Signature Events and Third-Party Events in 2018-19. Some, like Obiter Dicta (an annual third-party event by Western University Law students), have been supporting St. Joseph's Hospice since its beginning 35 years ago. To our incredibly generous sponsors, donors, site hosts, and attendees, we extend our heartfelt thank you. Your gifts help sustain our annual operations.

THE HOSPICE DIFFERENCE



A Sampling of What Makes St. Joseph's Hospice Special

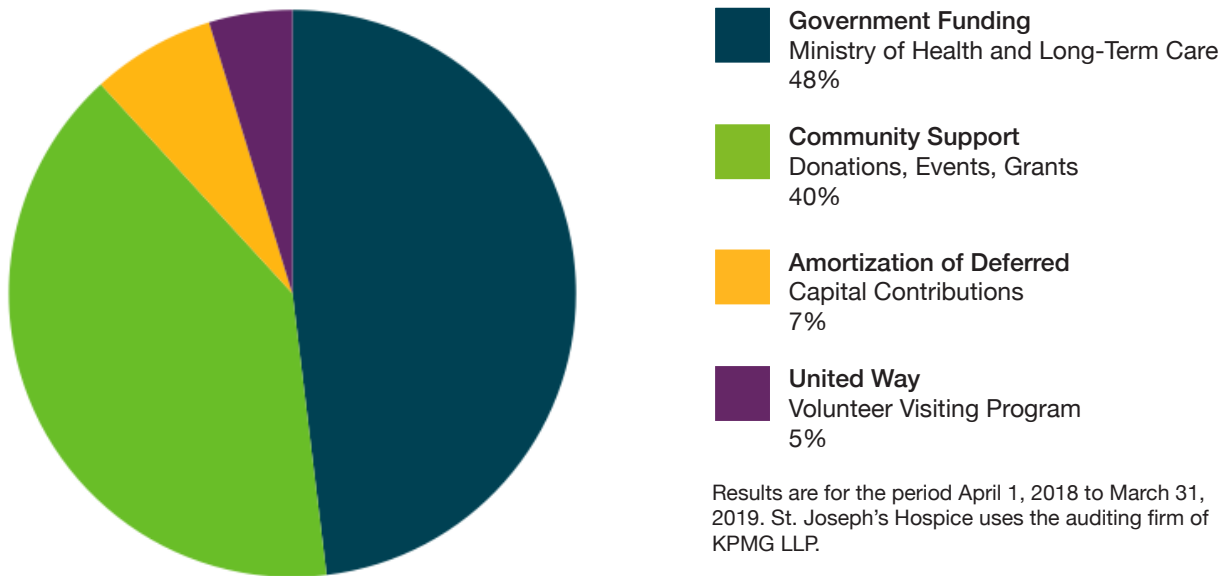


YOUR SUPPORT MATTERS

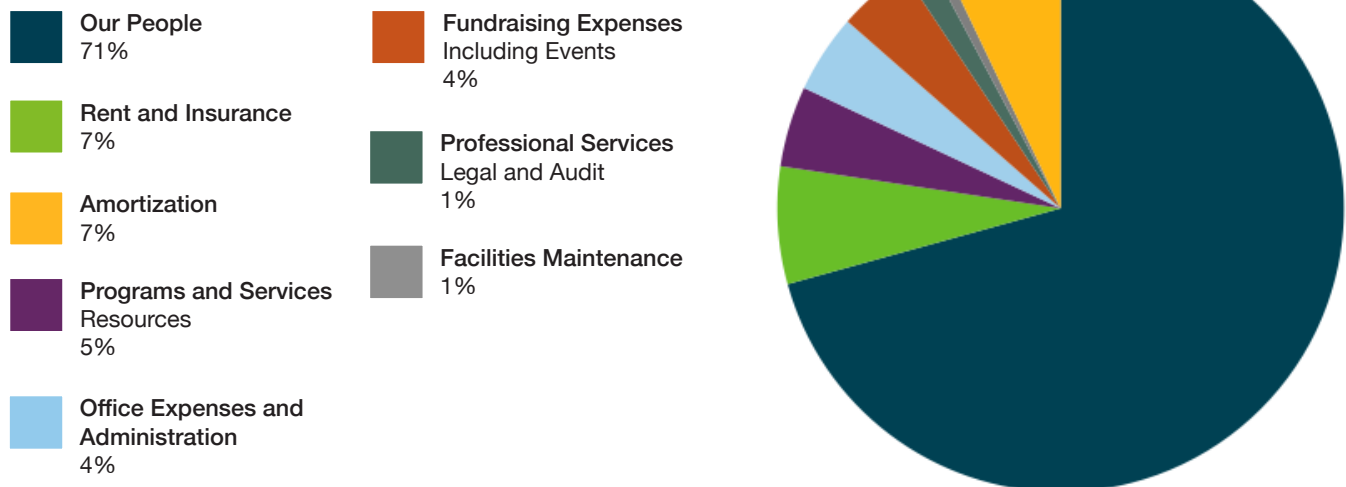
St. Joseph's Hospice is an independent charity that was grassroots grown and is generously supported by its community of donors and volunteers.

Hospice is only partially funded by the government and relies on our community and individual donors to sustain our operations - \$1.4 million per year - \$117,000 per month - \$3,800 per day - to provide care and support to our patients and their loved ones in our residence and in the community.

Sources of Revenue



Your Gifts in Action



Why I Give: Doreen's Story

"I will always remember the thoughtful, respectful, compassionate and effective care that our family received during the Hospice stay of my husband's Aunt Rosemary. Following Rosemary's death, I found myself seeking ways to express my gratitude to Hospice. Two-and-a-half years later, I continue to find joy and purpose as a kitchen volunteer at St. Joseph's Hospice.

Currently, as my husband and I prepare to update our wills, it occurred to me that gratitude could continue to be expressed into the future in the form of a legacy gift. St Joseph's Hospice is one of a small number of registered charities to which I plan to give a percentage of my residual estate.

“ I'm comforted by the notion of continuing to contribute in a meaningful way to those receiving thoughtful, respectful, and effective end-of-life care at St. Joseph's Hospice, the same care that was such a gift to Rosemary and our family.

- Doreen Bartlett -



How You Can Help

There are 1,204 reasons why we need your support. Those 1,204 reasons represent people in our community who received high-quality, end-of-life and bereavement care from St. Joseph's Hospice this year alone - perhaps even someone you know. However, we can't do it alone - we need your support.

There are a variety of ways to make a difference:

- Become a Monthly Donor
- Make a Gift in Memory or Honour of a Loved One
- Celebrate a Special Occasion
- Name St. Joseph's Hospice as you complete your Estate Planning
- Donate Shares
- Use your Employer's Matching Gifts Program to Double your Donation
- Sponsor / Attend an Event or Host Your Own
- Join Us as a Volunteer



Learn more about giving to Hospice
sjhospicelondon.com

Thank You for Your Support When Every Moment Matters



“ I knew that if we could get a room at St. Joseph’s Hospice, my sister would have the special care she needed and deserved. Hospice gave us that and so much more.

- Joy Howell, in memory of Kathy Beharrell -

“ I don’t know what I would have done without Hospice’s Wellness Centre. It’s been there for me from the get-go. The staff and volunteers are specially-trained, and they have all had exposure to loss. They ‘get’ grief here.

- Jennifer Stapleton -



“ Through a very difficult time, St. Joseph’s Hospice helped me want to keep going and to be healthy. Thanks to Hospice, I started thinking, I can handle this. With each treatment, I feel better and better. The volunteers have brought me so much joy.

- Irena -





Here for You

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Join us in our mission to provide compassionate care and companionship to palliative and bereaved individuals and their families.

Charitable Number: 838626109 RR0001